

Dr. Randhir Kumar

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Education

Ph.D. University of Amsterdam (Amsterdam Institute for Social Science Research, Faculty for Social and Behavioral Sciences), The Netherlands

Dissertation: *Globalisation of service production – Economic and social upgrading in support-service industry catering to international ICT-ITES firms in Mumbai* 2011-2016

* NWO-WOTRO (Netherlands Science Foundation) full scholarship for PhD

****Date of degree award:** 25th October 2016

M.A. *Tata Institute of Social Sciences, Mumbai*

Globalisation & Labour Studies Grade 4.41/6 (first) 2008-2010

M.Sc. *University of Delhi, Zoology* 64.9% 2005-2007

B.Sc. *University of Delhi, Zoology Honors* 67.3% 2002-2005

Std. XII Holy Cross School (CBSE) 77.6% 2001

Std. X Holy Cross School (CBSE) 83.8% 1999

• UGC-National Eligibility Test (for lectureship) in Human Resource Management and Labour Welfare 2011

Current Employer

Tata Institute of Social Sciences, Hyderabad (December 2016) 2016

Assistant Professor and Faculty Coordinator, HRM Area

Continuous Learning (Training & PhD Coursework)

• *ISB Doctoral Consortium on Teaching, Hyderabad* 2014

Case Teaching: How to Prepare, Run and Evaluate a Case Class, Tutorial for the Engaged Classroom, The Mini-case Vs. the Traditional Case, The Flipped Classroom - Managing Active Learning

• *Social Networks – An Introduction*, by Jeroen Bruggeman, University of Amsterdam (April-June) 2015

• *Academic Writing Course* by Amal Chatterjee, University of Amsterdam (October-November) 2013

• *Research design I, Explanatory 'Narratives' and their Presuppositions*, by Ewald Engelen, University of Amsterdam (September to November) 2011

• *AISSR–GSSS Qualitative Methods Clinic: Designing and Re-Adjusting Ethnographic Research*, by Gerd Baumann, University of Amsterdam (September-November) 2011

Experience

- Research Associate 2010-2011
Indian Institute of Management, Ahmedabad (PM & IR Area)

Publications – Journal Articles

- Beerepoot, N. & Kumar, R. '[Upgrading of service delivery and employment conditions through indirect insertion in global value chains](#)', *Competition and Change*, Vol. 19, No. 5, pp. 374-389 2015
- Varkkey, B. & Kumar, R. '[Keeping the sparkle on: Workforce retention in Indian diamond cutting and polishing firms during economic recession](#)', *International Journal of Organizational Analysis*, Vol. 21 Issue: 3, pp. 454 – 470 2013

Book & Book Chapters

- Kumar, R., & Beerepoot, N. Altering the social fabric of the working poor? Work and employment issues of support workers catering to international ICT-ITES firms in Mumbai. In P. D'Cruz & E. Noronha (Eds.), [Critical Perspectives on Work and Employment in Globalizing India](#). Singapore: Springer. 2017
- Kumar, R. [Globalisation of Services Production: Economic and Social Upgrading in Support-Service Industry Catering to International ICT-ITES firms in Mumbai](#), Amsterdam: University of Amsterdam (ISBN: 978-90-78862-28-4) 2016
- Kumar, R. Corporatisation and upgrading of security services catering to the offshore service firms in Mumbai (Chapter XI) in Lambregts, B.; Beerepoot, N. & Kloosterman, R. (eds.) '[The local outcomes of the latest wave of globalisation in South and Southeast Asia](#)', London & New York: Routledge, pp. 153-166 2015
- Kumar, R.; Choudhary, P.K.; Pasha S.M.F & Husain Z. 'Potential and Efficacy of MIS in implementation of MGNREGA Act.' In Paul, Bino and Pasha SMF (eds.) [Role of ICT in Mahatma Gandhi National Rural Employment Act](#) , Mumbai: Computer Society of India, pp. 66-80. 2011

Policy Brief

- Kumar, R. '[The Regularization of Street Vending in Bhubaneswar, India: A Policy Model](#)', *Women in Informal Sector Globalizing and Organizing*, WEIGO Policy Brief, No. 7. 2011

Working papers

- ‘Social upgrading of support workers in the service value chain – work and employment experiences of ‘service underclass’ (With Niels Beerepoort, targeting Geoforum) 2017
- ‘The role of community values in shaping the organisational structure and managerial practices of Mumbai *Dabbawala* Organisation’ (with Biju Varkkey targeting Journal of Business Ethics) 2017
- ‘Global production networks and decent work: link between economic and social upgrading in commodity and service value chains’ (with Premilla D’Cruz targeting International Labour Review) 2017

Consultancy Experience

- *WIEGO Ltd., Manchester, UK* 2011
Drafting and publishing a briefing note documenting the street vending model implemented in Bhubaneswar, in the state of Odisha (India); highlighting elements that could be considered “better practices” in the street vending sector.
- *UNI Global Union, Singapore office* 2014
Implementation of research study on “AMCOR India Corporate Profile”. The information was to be used by UNI Global and its affiliate unions in continued advocacy and organising projects.
- *IndustriAll Global Union, New Delhi office* 2014-15
Designing and imparting training programmes on social dialogue and employee welfare for the IndustriAll union affiliates in Ahmedabad and Mumbai region.
- *Vinoba Bhave University, Hazaribag, India* 2016
Designing the survey instrument for Social Impact Assessment of proposed development projects in Jharkhand state.

Teaching Experience (workshops) and Research Supervision

- *TISS, Mumbai* 2016
Academic referencing workshop using Mendeley software’
- *University of Amsterdam, The Netherlands* 2014
Supervised data collection of (two) research masters students in Mumbai
- *IIM, Ahmedabad* 2014
Supervised (five) research interns for data collection on Mumbai *Dabbawala* project of IIMA
- *MICA, Ahmedabad* 2012
Workshop on ‘Tools for conceptualizing qualitative research design’ for FPM students

Professional Development and Software Skills

- Azim Premji University Bangalore Second Annual Advanced Graduate Workshop 2013
- IIM Ahmedabad Doctoral Colloquium 2012
- SPSS, Atlas-Ti, Mendeley, Social Network Analysis using R

Conference Presentations

- ‘IT-BPO and service-driven growth: capturing the indirect development gains’ *The IT-BPO industry stakeholders conference*, Asian Institute of Management, Makati City, The Philippines 2016
- ‘The IT-BPO as catalyst for sustainable and inclusive service-driven growth: illusion or opportunity?’ *Academic seminar*, School of Labour and Industrial Relations, University of the Philippines, Quezon City, The Philippines 2016
- ‘The indirect regional developmental impact of offshore service sector firms-The case of local security services industry of Mumbai’, *11th Development Dialogue – “Bridging Voices”*, ISS Hague, Netherlands 2014
- ‘Role of structures and agents in shaping job terms of support workers in offshore service firms in Mumbai’, *The International Sociological Association (RC19)*, CEU, Budapest, Hungary 2013
- ‘Role of structures and agents in shaping job terms of support workers in offshore service firms in Mumbai’, *Creating and capturing value in the next wave of globalization*, Kasetsart University, Bangkok, Thailand 2013
- ‘Workforce retention in diamond industry of Surat: A case study’, TISS platinum jubilee conference on ‘*Globalisation and Social Transformation, the Indian Experience*’, TISS, Mumbai, India 2012

Academic Achievement

- Merit Certificate holder of Shivaji College, Delhi University (BSc.) 2002-2005

Referee

- Niels Beerepoot, Assistant Professor, University of Amsterdam N.P.C.Beerepoot@uva.nl
- Robert Kloosterman, Professor, University of Amsterdam, R.C.Kloosterman@uva.nl

CV last updated on 13th February 2017